

**PATENT APPLICATION  
DOCKET NO. 1039-0014****IN THE UNITED STATES PATENT AND TRADEMARK OFFICE****RECEIVED  
CENTRAL FAX CENTER****SEP 20 2004**

In re patent application of:

Russell P. Blink, et al.

Serial No.: 09/882,457

Filed: May 17, 2002

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Art Unit: 3627

Examiner: Joseph A. Fischetti

For: MULTI-FUNCTION CUSTOMER SATISFACTION SURVEY DEVICE

**VIA FAX: 703-872-9306**Mail Stop Non-Fee Amendment  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450**CERTIFICATE OF MAILING OR TRANSMISSION**

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Date: September 20, 2004  
Steven W. Smith**AMENDMENT UNDER 37 C.F.R. § 1.111**

Responsive to the Office Action dated June 30, 2004, the Applicants submit the following amendments and remarks. Reconsideration of the instant application is respectfully requested.

**SUMMARY OF AMENDMENTS**

1. Claims 8, 10, and 13-19 have been amended.
2. Claim 24 has been added.
3. A complete list of pending claims follows.